



Agency & Division

CW Performance Improvement Process Design Event Report Out



“Team Nimble”
July 18-21, 2016



The Opportunity

Matt Haynes
Bureau Chief for Service Support &
Training

The “Team Nimble” Team

Liam



**Amy Howell, John Burke, Jennifer McMurrin, Mary Jo Rehm,
Jessica O’Brien, Dawn Turner, Liam Healy, Suzanne
Laurence, Lisa Koerselman, Michelle Irons, Cassie McAllister
Facilitators: Lisa Michaelson, Shannon Harris**

Scope

Amy

Design a Child Welfare performance improvement process from the time the Social Work Administrators identify a statewide performance issue needing improvement through to the provision of regular feedback to SBT on the effectiveness of corresponding improvement strategies, to include:

1. The establishment of a CW Outcome Improvement Team (to include SWAs, see Non-Negotiables), collectively charged to develop, coordinate, implement, monitor, and adjust strategies to address identified issues.
2. Utilization of focused supervisory reviews for statewide application considering efficiencies around other case readings and reviews.

Objectives

Michelle

1. Develop a nimble standardized process that promotes quick decisions and responses to performance data and include recommended training process that supports cultural shift.
2. Clearly define the role of each layer of the process (i.e., CW Outcome Improvement Team, SWAs, Supervisors, Social Workers, etc.).
3. Identify junctures and applicable timeframes in the process that require an update to SBT.
4. Identify junctures in the process that require a management decision and applicable timeframes by the CW Outcome Improvement Team or SBT.
5. If time allows make recommendations for training content and training structure for the field and other stakeholders related to CFSR requirements. (for round 3 requirements)

Lean Methodology

Shannon

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)

Trends

Cassie

multiple data sources that don't match
workers working harder to get all information
shared vision/best practice
Balance between compliance and quality
flavor of the month
Reactive rather than proactive
very piece meal on focus areas
see kids more often

SWOT Analysis

John

Design considerations and framework for visioning

Strengths:

- ✓ What do we do well?
- ✓ What are our advantages?
- ✓ What resources do we have access to?

Weaknesses:

- ✓ What can be improved?
- ✓ Gaps?
- ✓ What should be avoided?

Opportunities:

- ✓ What areas can grow?
- ✓ Changes to funding?
- ✓ Technology development?

Threats:

- ✓ What are the obstacle?
- ✓ Things beyond our control?
- ✓ New regulations?

SWOT

Amy

Strengths

- See kids monthly
- Dedicated Supervisors and Workers
- Supervisors clinical consultant
- CFSR with consistent teams and info given to field
- Workers adaptable

SWOT

Jennifer

Weaknesses

- data not always accurate
- SA not doing things the same
- match strategies and impact of them
- don't drop things-keep going even if unsure if helped
- don't tie the whole thing together

SWOT

Mary Jo

Opportunities

- training to be more concrete and effective how to meet best practice without using more time
- move beyond compliance to efficient quality
- coordination of efforts and simplify process
- build measurement- is it effective or not
- link the entire process
- impact positive change with identified focus
- pull various case readings into 1 focus

SWOT

Mary Jo

Threats

- resistance to change
- budget
- gearing up for the Federal Review instead of gearing up everyday
- varied practice
- losing focus and enthusiasm
- data

Brainstorming

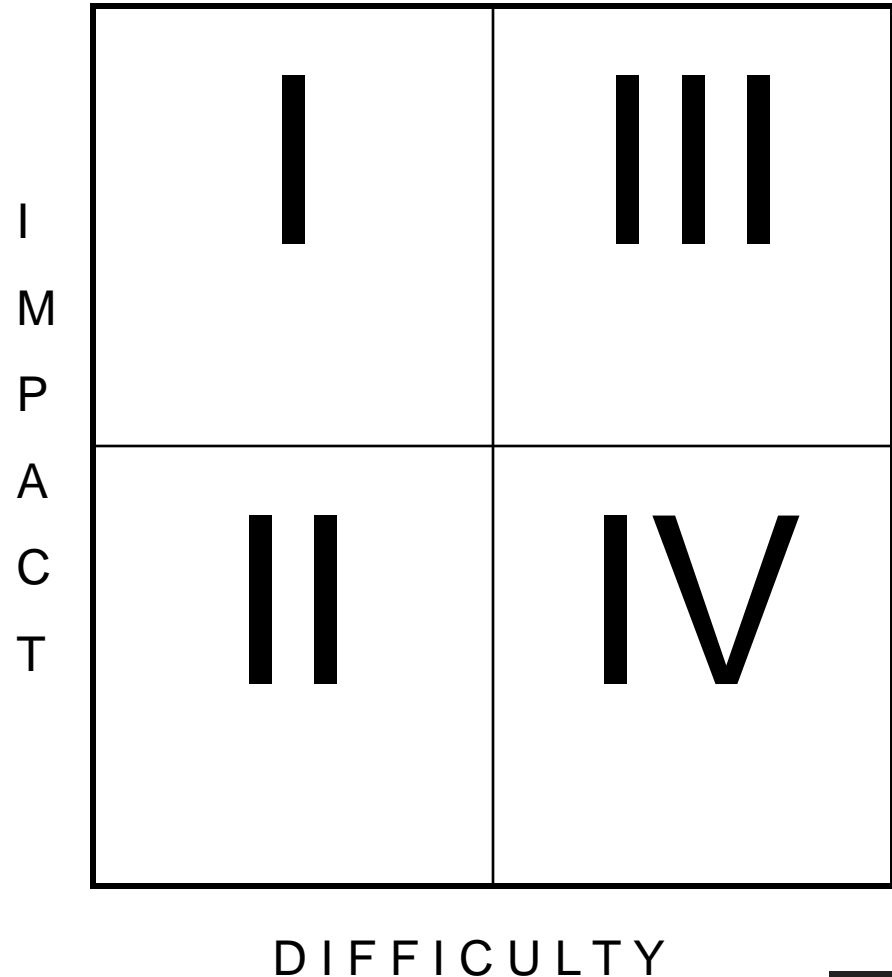
Jennifer

- Charter for CW Outcome Improvement Team
- Charter for focus area
- Standing monthly two day meeting following the SWA meeting
- Rotation and staggering term limits of members
- Diverse team
- Communication plan
- Positive impact on the outcomes

De-selection Process

Dawn

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process

John



New Process

John

✓ Focus Area Charter

Focus Area - defined by SWTs
- includes data set

Goals - Can be multiple; state the corrected state of Focus Area
- contains benchmarks

Steps - what to do, who is responsible, how + when; Steps based on who points of updates to SBT
points of alterations if not meeting benchmark

Communication Plan
methodology
post implement survey
data collection
points of updates

the end

✓ Focus Area Charter-Example

Focus Area - visit entry in Jarvis not timely + doesn't demonstrate quality

Goal 1) 95% of all case notes will be entered w/ 10 days.
2) narrative will demonstrate quality sufficient to meet CFSR Standard 752 of time

2) B. " " " 85%
2) C. " " " 95%

Key Points

Cassie

- CW Outcome Improvement Team Charter
- Focus Area Charter
- Two Day Meeting for CW Outcome Improvement Team
- Quick Development and Implementation
- Scheduled communication with SBT
- Field feedback
- Measures and benchmarks

Homework

Liam

Item	Item Description	Person Responsible	Due Date
1	Develop Team Charter	Amy and Mary Jo	30 Days
2	Develop Focus Area Charter Template	John and Jennifer	30 Days
3	SharePoint Tracking and Communication	Cassie and Dawn	30 Days
4	Team Membership and Roles	Lisa and Michelle	30 Days
5	Survey Design	Suzie	60 Days
6	Role of Coordinator	Liam	30 Days
7			
8			



Team Member Experience

Team members presenting this slide

Suzie Laurence

Lisa Koerselman

Comments

- Lisa Michaelson
- Shannon Harris

**We welcome your
questions and comments!**